


NASA Enterprise Applications Competency Center (NEACC)

Daily Service Review (DSR) Procedure Operational Work Instruction (OWI)

REVISION H

Approved for Release - Distribution is Unlimited

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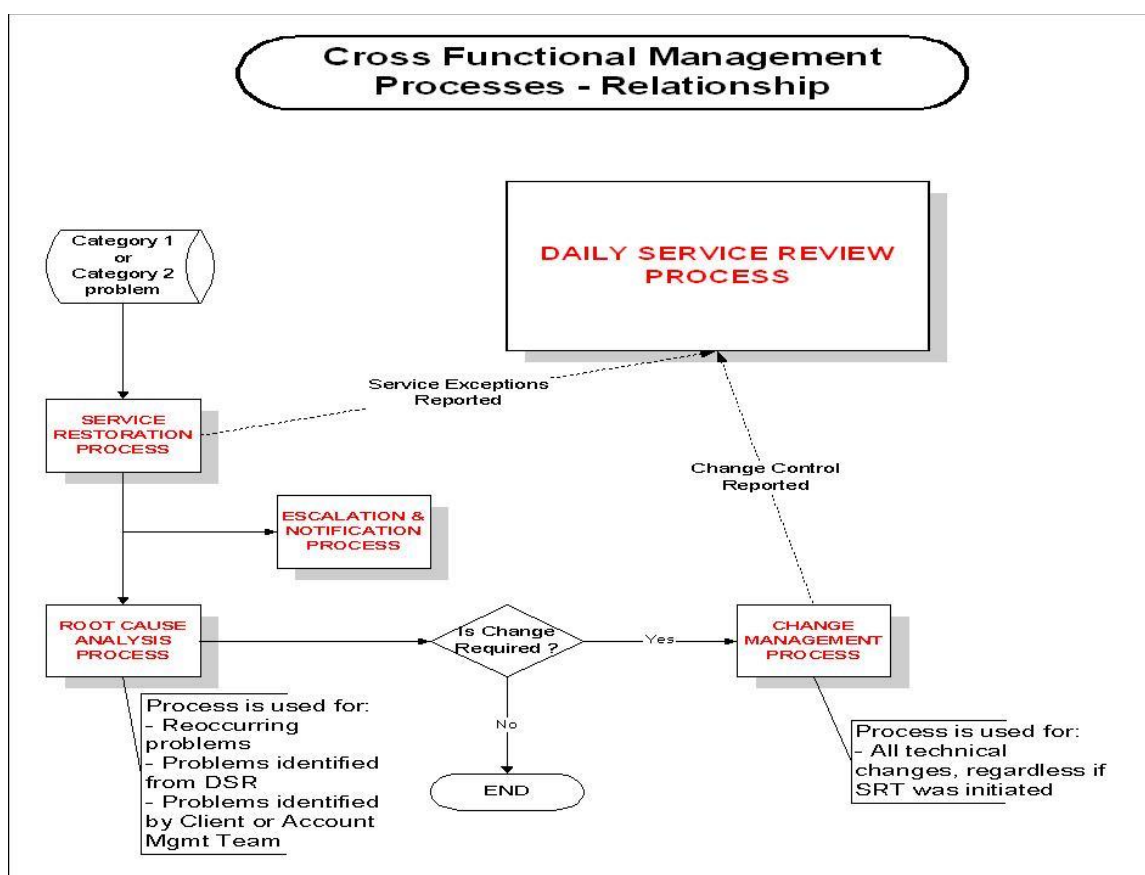
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1.0 INTRODUCTION

The Daily Service Review (DSR) provides a communication forum to review production performance, service exceptions, and change control in support of the National Aeronautics and Space Administration (NASA) Enterprise Applications Competency Center (NEACC), providing support of NASA Agency applications and includes information and data from the NEACC as well as infrastructure services and outside vendors. The review focuses on service exceptions, changes from across the various NEACC groups and sites, and deals with service exceptions in a timely manner.

Figure 1 – DSR Process



1.1 Purpose

This OWI is a guide to the NEACC DSR objectives, requirements, and activities.

1.2 Applicability

This procedure applies to all NEACC-related support organizations. This procedure shall be applicable to the 24 x 7 Help Desk, Desktop Services, Local Area Network (LAN) Servers,

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Network Services and Infrastructure/Applications Servers NEACC groups leads, Site Leads, and any Data Center that provides Agencywide NASA support.

1.3 Applicable Documents

- NEACC-FMS-PROC-OPS-004, NEACC Root Cause Analysis (RCA) Procedure
- NEACC-FMS-PROC-OPS-005, NEACC Service Restoration Team (SRT) Procedure
- IS01-NEACC-SEO-PROC-OP-002, Incident Escalation Procedure

1.4 References

- None

1.5 Definitions

Table 1 – Definitions

Term	Definition
NEACC groups	An organization responsible for providing a service to NASA
NEACC	NASA Enterprise Applications Competency Center comprised of software development, installation, system management and data center operations.
Root Cause Analysis (RCA)	Analysis of a specific problem or problem trend that seeks to make the distinction between the symptom and the actual cause of a problem. The Remedy database contains the documented process.
Service Level Agreement (SLA) / Service Expectations	Specific and contractual agreed level of service with explicit definitions that measure help desk and problem management performance.
Service Restoration Team (SRT)	A response to high impact incidents that have not been resolved through the Problem Management or Problem Resolution processes. The SRT process is documented in document repository (see IS01-NEACC-CC-PROC-OPS-005 – NEACC Service Restoration Team (SRT) Procedure).
Severity 1 Service Request	Highest impact incident severity.
Severity 2 Service Request	High impact incident severity. See the Severity definitions in IS01-NEACC-CC-PROC-OPS-002, Incident Escalation Procedure for detail definition.
Severity 3 Service Request	Lower impact problem affecting a group of users. See the Severity definitions in IS01-NEACC-CC-PROC-OPS-002, Incident Escalation Procedure for detail definition.

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Term	Definition
Severity 4 Service Request	Problem affecting a single user. See the Severity definitions in NEACC-FMS-PROC- OPS-002, Incident Escalation Procedure for detail definition.

1.6 Acronyms and Abbreviations

Table 2 – Acronyms and Abbreviations

Acronym	Description
AR	Activity Request
CT	Central Time
DSR	Daily Service Review
LAN	Local Area Network
LOB	Line of Business
NASA	National Aeronautics and Space Administration
NEACC	NASA Enterprise Applications Competency Center
OI	Organizational Issuance
OWI	Operational Work Instruction
RCA	Root Cause Analysis
SLA	Service Level Agreement
SLM	Service Level Management
SR	Service Request
SRT	Service Restoration Team

2.0 ROLES AND RESPONSIBILITIES

The table below provides an overview definition of the roles and responsibilities of the various functions cited in this procedure.

Table 3 – Roles and Responsibilities

Role	Description
Service Level Management (SLM) Team	<p>The SLM Team shall:</p> <ul style="list-style-type: none"> • Generate the DSR reports and facilitate the DSR meeting. • Generate the DSR status reports by combining data discussed at the individual meetings into the established NEACC DSR Status Report.

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Role	Description
	<ul style="list-style-type: none"> Distribute the report to the members of the DSR, NEACC groups Managers, and NASA, no later than Close of Business (COB) of the day the meeting is held. Provide the meeting reports to other organizations, and make them available to NEACC via the bReady Portal located at https://bready.nasa.gov.
LOB Representatives	<p>Each LOB representative shall:</p> <ul style="list-style-type: none"> Attend the DSR and provide feedback. (See Appendix A for a sample DSR meeting report for a list of all involved LOBs.)
RCA Owner	<p>The RCA Owner shall:</p> <ul style="list-style-type: none"> Be the Line of Business Manager for a single Line of Business incident or the Technical Director for broad-impact incidents crossing Lines of Business. Attend the meeting or send a delegate to report on the status of the RCA and pertinent actions items.

3.0 PROCEDURE

3.1 Objective

The DSR contains two distinct but complementary sections: service exception and activity coordination. By combining the review of high severity Incidents (Severity 1 and 2 Service Requests (SRs)), problem trends, and changes via Activity Requests (AR), a mechanism is provided that allows correlation to be made that goes beyond general reporting capabilities.

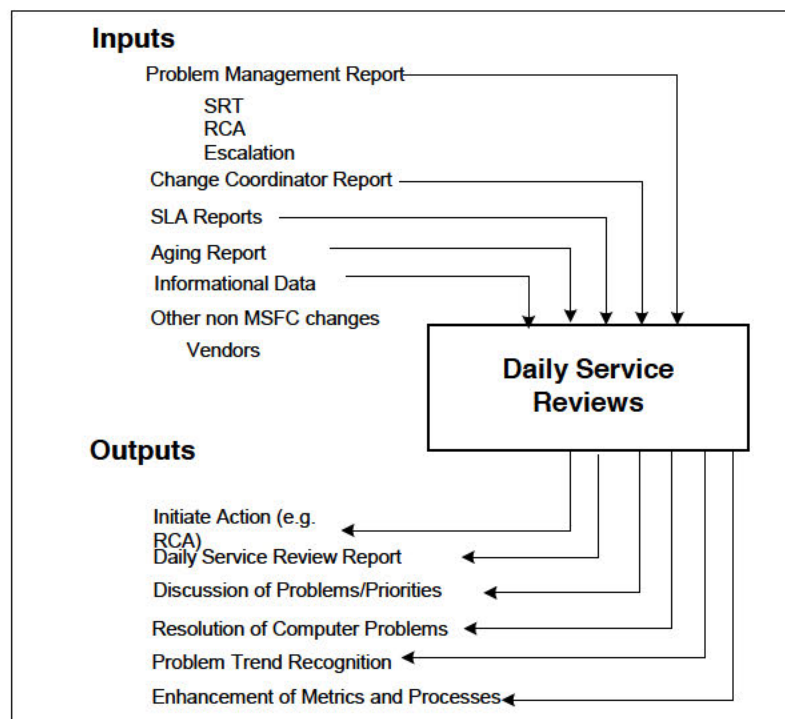
The daily review of these issues builds a knowledge base that aids in the resolution of current problems and provides insight into future problems. Additionally, the DSR ensures that all service exceptions and changes are in compliance with the following processes:

- Problem Management
- Incident Escalation
- SRT
- Change Management
- RCA

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3.2 DSR Inputs/Outputs

Figure 2 – DSR Inputs/Outputs Flowchart



3.3 Requirements

SLM shall conduct the DSR Monday through Friday at 8:30 AM (Central Time (CT)). The SLM Team owns the DSR OWI.

The DSR requires input from the previous period Problem Management reports, Help Desk Aging Reports, Change Management reports, SLA reports, change logs, and other informational data. SLM and other participants verbally present the highlights of the input data.

NOTE: The term “Previous period” refers to the time block between the last DSR meeting and the current DSR meeting. Monday’s meeting covers the 72 hours between the close of Friday’s meeting and the scheduled meeting time on Monday. All other DSR meetings (Tuesday through Friday) cover a 24-hour period.

The NEACC DSR Status Report and the DSR Activities – New and Scheduled Excel spreadsheets shall be the output of the DSR (see Appendix A). The report contains a list of open Severity 1 and 2 Service Requests, downgraded Severity 1 and 2 Service Requests, and other status information.

Attendance to the DSR may either be in person in the meeting room or via teleconference.

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3.4 Exceptions

Service exception is the review of Severity 1 or 2 problems as well as those problems identified as having the potential for escalation to Severity 1 or 2. Any tickets downgraded from a Severity 1 or 2 are also included, with a review of Service Requests (SR) at midpoint – those tickets whose Service Level Agreement (SLA) date and time are close to date.

During the DSR, service exceptions shall be reviewed and the members of the DSR seek to understand if problems are communicated and resolved in accordance to the established processes and procedures. The NEACC DSR will discuss an overview of the week's activities to determine 'lessons learned' and to mitigate risk and improve the delivery of service.

The DSR shall provide a brief review of supporting NEACC processes such as the Escalation, SRT, and RCA processes.

3.4.1 Service Exceptions

The Service Exceptions review shall include the following actions:

1. Review Open Severity 1 and 2 Service Requests (See Figure 3 – Significant Events and Status)
 - Description
 - Start Time
 - SLA Impacts
2. Review Closed or Completed Severity 1 and 2 Service Requests from previous period (See Figure 3 – Significant Events and Status)
 - a. SLM may present these following questions during the review of Severity 1 and 2 Service Requests:
 - i. Was an SRT initiated? If not, should one have been initiated?
 - ii. Were escalation procedures followed?
 - iii. Was proper Severity assigned to the problem?
 - iv. Was the problem assigned to the correct NEACC groups for resolution?
 - v. If appropriate or requested, has an RCA been completed or scheduled?
3. Review downgraded Severity 1 and 2 Service Requests
4. Review incidents with a potential of being escalated to a Severity 1 prior to the next DSR.

3.5 Review Service Requests/Trouble Tickets at MidPoint

The Mid-Point SLA section of the DSR Report is a proactive measure taken to avoid missing any given SLA and shall be included as part of each DSR report (See Figure 4 – Service Requests /Trouble Tickets at MidPoint). Of particular interest shall be any Service Requests slated to

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reach the SLA End Date/Time within the next 36 hours (See Figure 5 – Impending Service Requests/Trouble Ticket Failure). This will enable the teams to see which tickets may require additional resources or coordination to revolve. This report is available to Line of Business Managers to take the proper measures and monitor closure of “at risk” Service Requests as part of the DSR stored in bReady.

3.6 Review Service Requests/Trouble Ticket Counts

The Service Requests/Trouble Ticket Counts (See Figure 6 – Service Requests/Trouble Ticket Counts) section of the DSR Report is an informational measure to alert Management of the current workload within NEACC. This information highlights how many Service Requests/Trouble Tickets have been submitted, how many were closed and the current backlog.

3.7 Activity Coordination

Activity coordination includes 1) the review of new activities scheduled from the previous period, 2) upcoming scheduled activities to be performed in the upcoming two (2) to seven (7) day period, and 3) any major changes that may take place in the next two (2) weeks (see Figure 2 – DSR Inputs/Outputs Flowchart, Figure 7, and Figure 8).

The DSR meeting shall review all open and scheduled Activity Requests having a potential impact on NEACC applications as well as activities not related specifically to NEACC, but those whose actions/results may impact NEACC operations and availability.

- The DSR is conducted with PDF and Excel files created via Remedy with official versions stored in the bReady Portal at [REDACTED]
- Submitter or designee shall attend the meeting to provide any additional information on the scheduled activity.

3.7.1 Review of New Activity Requests

The DSR meeting shall review all new and completed Activity Requests from the previous period having a potential impact on NEACC applications as well as activities not related specifically to NEACC, but those whose actions/results may impact NEACC operations and availability (see Figure 7 - New Activities / Actions).

3.7.2 Review of Scheduled Activity Requests

The DSR Meeting shall review all scheduled Activity Requests within the upcoming two (2) to seven (7) days. Additionally, any activities within the upcoming two (2) weeks, related or not related specifically to NEACC, but may impact NEACC operations and availability will be discussed (see Figure 8 - Scheduled Activities / Actions).

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3.8 Update Compliance Data

The SLM Team shall maintain the history of information for the purpose of process metric creation and review. Compliance data gathered from the DSR shall be available as input to SRT, RCA, and Change Management processes.

The following measurements shall be made based on the data provided by the DSR:

- Actual escalation activity compared to defined escalation policy
- Number of RCA's performed compared to the number of problems that met RCA thresholds

4.0 PERIODIC PEER REVIEWS

The NEACC shall review this document at least annually, based on annual review date found on Document History Log. The SLM Team shall be responsible for updating this procedure.

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5.0 RECORDS

The DSR report is maintained in the NEACC portal bReady at [REDACTED]. It contains record entries for each weekday.

Table 4 – Records Applicable To This Document

Name of Record	Storage Location	SBU/ PII*	Retention Schedule	Responsible Party	E-mail	Phone No.
DSR Report	[REDACTED]	N/A	NRRS 2/27/C/2/(a) (2800)	SLM Team	[REDACTED]	[REDACTED]
Mid-point SLA report	[REDACTED]	N/A	NRRS 2/27/C/2/(a) (2800)	SLM Team		
Aging Reports	[REDACTED]	N/A	NRRS 2/27/C/2/(a) (2800)	SLM Team		
History information / compliance data from the DSR	[REDACTED]	N/A	NRRS 2/27/C/2/(a) (2800)	SLM Team		

*SBU = Sensitive But Unclassified / PII = Personally Identifiable Information

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APPENDIX A: SAMPLE DAILY SERVICE REPORTS

This appendix details a sample of the Daily Service Reports, including outage reports, Trouble Ticket statuses, and actions:

Figure 3 – Significant Events and Status

Significant Events and Status

Daily Outage Report (Severity 1) as of - 5/14/2014 12:00:00AM

Site	Ticket	Status	Outage Time	Line of Business	Application	Submit Date	Resolution
MSFC	SR-000000305326	PENDING CLOSURE	1:20:39	Factory Service Delivery Support	ATOM	5/14/2014	
HTTPS CONTENT IDMAX IS DOWN AT LEAST 5 MIN ON IDMAX.NASA.GOV. THIS DEVICE IS IN THE PROD / ICAMGROUP.						7:35:17PM	
SLA/Customer: Met		SLA/EAST: Met					

Daily Outage Report (Severity 2) as of - 5/14/2014 12:00:00AM

Site	Ticket	Status	Outage Time	Line of Business	Application	Submit Date	Resolution
SLA/Customer: SLA/EAST:							

Trouble Tickets Downgraded from Sev 1 or 2 since - 5/14/2014 12:00:00AM

Site	Ticket	Status	Severity	Line of Business	Submit Date	Resolution
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Figure 4 – Service Requests /Trouble Tickets at MidPoint

Trouble Tickets at MidPoint

Site	Ticket	APCMS Status	Severity	Line of Business	Submit Date	SLA Date Time
NSSC	SR-000000305203	New	3	Financial	5/13/2014 1:06:14PM	5/15/2014 11:06:14AM
WHEN USING SAP T-CODE MIR4 TO PROCESS INVOICE DRN 5602000510, SAP RETURNS AN ERROR "INVOICE DOCUMENT 5602000510 CANNOT BE PROCESSED FURTHER." MESSAGE M8422. PLEASE INVESTIGATE WHY THIS DOCUMENT IS LOCKED FOR PROCESSING.						
MSFC	SR-000000305242	Backlogged	3	ESB	5/14/2014 1:32:07AM	5/15/2014 5:00:00PM
CONTROL-M TABLE NAPP4, JOB EWNAPP4 FAILED ON NODE NDMSEBPROD01.						
HQ	SR-000000304776	Backlogged	4	Financial	5/7/2014 7:16:00AM	5/19/2014 7:16:00AM
T-CODE ZFI_AP_PMT_HIST DOES NOT PROVIDE DATA AS DESIGNED. THE RESULTS ARE ALSO NOT CONSISTENT WITH BW APRPT10 REPORT. SEE ATTACHED DOCUMENT WITH ISSUES IDENTIFIED.						
LARC	SR-000000304830	Backlogged	4	ICAM	5/8/2014 7:43:19AM	5/20/2014 7:43:19AM
I'M BEING DENIED ACCESS TO HTTP://ROMETAPPX.NDC.NASA.GOV/PERFDASHBOARD (THE LARC FACILITY MAINTENANCE SUPPORT SYSTEMS (FMSS) PERFORMANCE DASHBOARD, NAMS ID 13377), EVEN THOUGH I HAVE THAT APP LISTED AS AN ASSIGNED APPLICATION IN NAMS.						
MSFC	SR-000000304874	In Process	4	PLM	5/8/2014 12:22:20PM	5/20/2014 12:22:20PM
USER STEVE LARSEN (KSC-NEM20) IS HAVING TROUBLE UPLOADING A 'CEO NATIVE' COMPRESSED FILE TO SLS SPIO LVSA WINDCHILL PROJECT. SUBMITTING A TICKET ON BEHALF OF STEVE. I AM SPIO INFORMATION MANAGER (MSFC-EE12) AND RESPONSIBLE FOR SPIO WC ACCESS RIGHTS.						

Figure 5 – Impending Service Requests/Trouble Ticket Failure

Trouble Tickets Failing before - 5/16/2014 7:13:23PM

Application	Severity	APCMS Status	Ticket	Line of Business	Submit Date	SLA Date/Time
Accounts Payable-Financial	3	New	SR-000000305203	Financial	5/13/2014 1:06:14PM	5/15/2014 11:06:14AM
WHEN USING SAP T-CODE MIR4 TO PROCESS INVOICE DRN 5602000510, SAP RETURNS AN ERROR "INVOICE DOCUMENT 5602000510 CANNOT BE PROCESSED FURTHER." MESSAGE M8422. PLEASE INVESTIGATE WHY THIS DOCUMENT IS LOCKED FOR PROCESSING.						
ESB	3	Backlogged	SR-000000305242	ESB	5/14/2014 1:32:07AM	5/15/2014 5:00:00PM
CONTROL-M TABLE NAPP4, JOB EWNAPP4 FAILED ON NODE NDMSEBPROD01.						
Financial	3	New	SR-000000305258	Financial	5/14/2014 9:11:48AM	5/16/2014 7:11:48AM
CUSTOMER STATED HE NEEDS INVOICE APPROVAL WITHIN SAP.						
Confluence Wiki-PLM-E	3	New	SR-000000305330	PLM	5/15/2014 6:46:40AM	5/16/2014 5:46:40PM
ICE WIKI IS SLOW. SIMPLE PAGES TAKING 2 MINUTES TO LOAD.						

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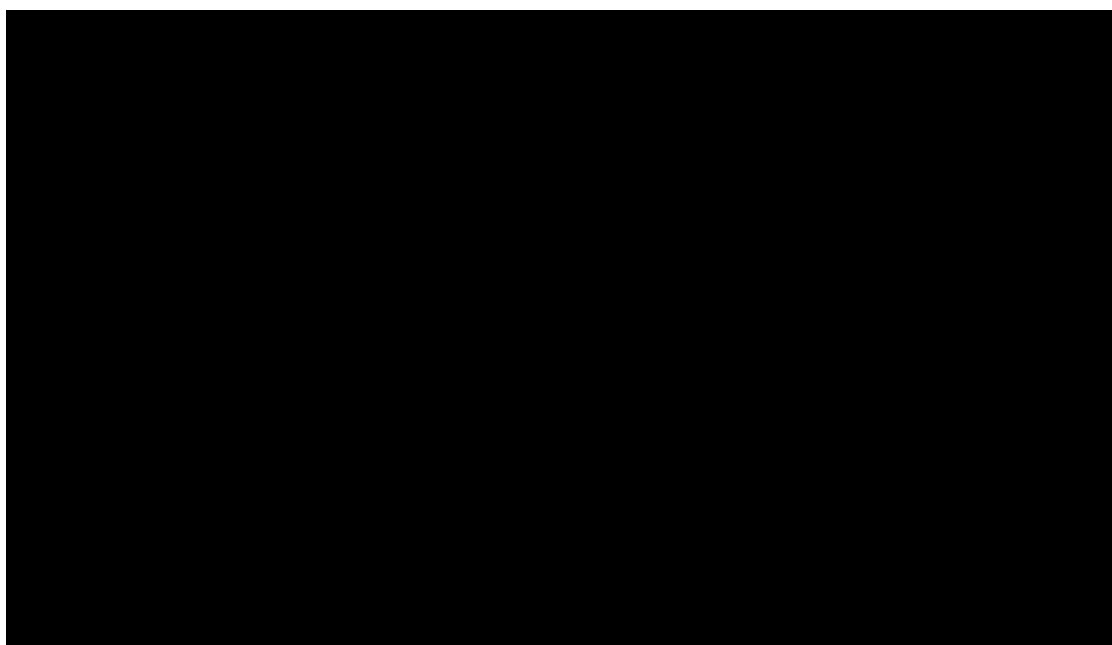
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Figure 6 – Service Requests/Trouble Ticket Counts

Ticket Counts

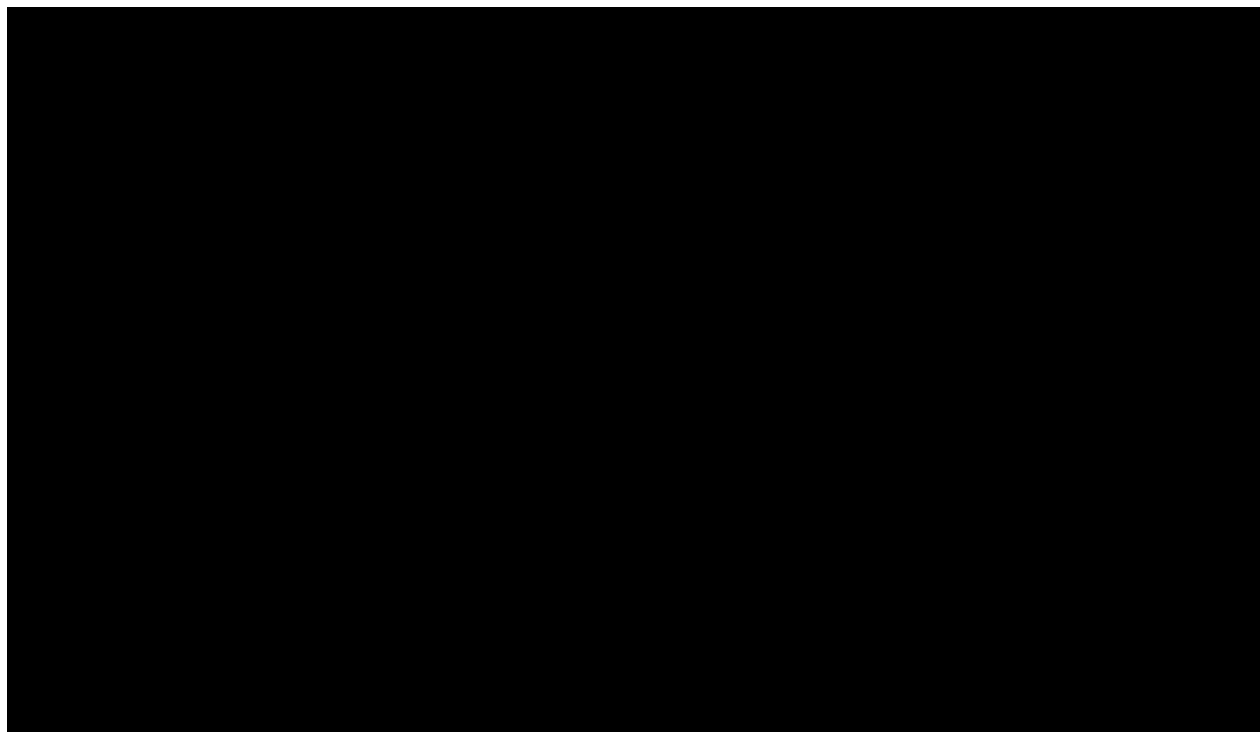
Line of Business	New	Closed	Total Open	Hold
BI	1		1	0
ESB	2	2	3	0
Factory Service Delivery Support	6	8	5	1
Financial	2		17	12
HCW	3	2	3	0
ICAM	8	9	13	7
NEACC Support Systems	0		5	3
PLM	8	5	15	6
Procurement	6	4	3	1
Totals	36	30	65	30

Figure 7 – New Activities / Actions



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Figure 8 – Scheduled Activities / Actions



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APPENDIX B: POINTS OF CONTACT

Table 5 – Points of Contact

Name	Position	Center	Phone No.
[REDACTED]	Document Owner	MSFC	[REDACTED]

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